

## Privileges Systems Support

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**Service Owner** Steelsen Smith

**YUL Service Domain** [Productivity & Collaborative Services](#) [1]

**Short Description:** This service supports the library privileges service for non-Yale and Yale patrons.

### Description

This service supports the library privileges service for non-Yale and Yale patrons. This includes the IDWorks desktop application, ID card printer, YuLPs (Yale University Library Privileges system). The two physical service points are located in the Sterling Memorial Library Nave and at the Cushing/Whitney Medical Library Circulation Desk.

**Visibility** No visibility restrictions

**Who is eligible to use this service offering?** Yale Library Staff Only

**Are there Rates & Charges Associated to this Service Offering?** No

**Categories** Add, Install, Move, Modify

Inquiry

Outage

Performance Issue

Something Broken

**Tier 1 Support** YUL Support Group (listed above)

**Sub-category needed?** No

**Generic Request?** No

**Can users request access to your service offering?** Yes

**Support Group** [Client Services & IT Operations](#) [2]

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**Source URL:**<https://web.library.yale.edu/lit/servicecatalog/164672>

### Links

[1] <https://web.library.yale.edu/service-domains/productivity-collaborative-services> [2]

<https://web.library.yale.edu/service-support-groups/client-services-it-operations>